

NC DEPARTMENT OF CRIME CONTROL & PUBLIC SAFETY
Information Technology Job Family
Technology & Support Analyst Competencies

Description of Work: This is analytical work in providing consultation, support, and/or training to end-users of computer or other technology-based systems. Employees may provide support of hardware, applications, operating systems, and networking. This function requires a broad understanding of a variety of technologies to effectively support end-users. These employees are not usually involved in application development or network design; but may participate in system integration and network analysis activities. This work requires particularly strong communication skills, an ability to effectively interact with a broad range of end-users and an ability to use a variety of technical resources for providing this support. Employees at this level may provide routine and non-routine support for a broad range of technologies, or may provide in-depth support for a more narrowly-defined area of technology. These employees may be responsible for oversight of programs or projects.

Functional Competencies	Contributing	Journey	Advanced
<i>Planning and Organizing</i>	Works independently on tasks, develops own work schedule and monitors progress against defined parameters.	Organizes and follows complex and/or detailed technical procedures. Works independently and performs job with minimal supervision.	Independently manages project timelines, resources, staff and leads implementation efforts. Plans and organizes day-to-day work of other technicians and/or analysts.
<i>Project Management</i>	Serves as a productive team member on a project team or manages a project task. Substantively contributes to project meetings. Follows processes and approvals for projects.	Manages one portion of a larger project or assumes responsibility for projects of limited complexity. Develops project plans, manages milestones and drives project forward. Accountable for keeping project on track. Anticipates project problems and leads collaboration to avoid or manage problems.	Manages projects of medium to high complexity. Develops project plan, manages milestones and drives project forward. Keeps project on track.
<i>Technical Knowledge</i>	Understands theory behind specialty area and requires some guidance. Uses general understanding of technical theory to coordinate and consult with technical staff.	Exhibits working knowledge of specialty area demonstration by an understanding and application of the general principles, theories, and practices pertinent to the specialty. Uses theoretical understanding of technology to translate needs into technical specifications.	Serves as an experienced technical resource. Uses detailed understanding of technical, substantive, and methodological issues and theories to provide direction for technical staff.
<i>Technical Solution Development</i>	Works with own specialty with the ability to integrate and coordinate elements within that specialty. Demonstrates an understanding of the standard technology and systems in place. Contributes to the support of	Supports technology by exploring and adapting to changing technologies. Independently applies technical judgment to work assignments to achieve desired outcomes. Demonstrates substantial knowledge	Demonstrates in-depth knowledge of other work specialties and the ability to integrate this knowledge base to achieve solutions to highly complex problems. Investigates, researches and implements new technologies in

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	the operation. Integrates knowledge and skills from other specialties to address work assignments and problems of simple to moderate complexity.	of other work specialties and the ability to integrate this knowledge base to achieve solutions to complex problems.	specialty or related area.
<i>Technical Support</i>	Effectively uses available tools in problem solving and systems analysis. Resolves routine and non-routing problems. Seeks out advanced level support to assist as needed.	Independently resolves routine and non-routine technical problems. Spots trends in recurring problems and takes action to prevent future occurrences.	Recommends methods of resolving problems to lower level analysts or customers. Serves as a key resource in solving problems of high complexity.
<i>Consultancy Skills</i>	Conveys technical information to client and promote understanding of relevant issues.	Consults with clients and higher-level technicians and analysts to resolve technical problems and ensure client satisfaction.	Consults with clients to develop solutions using existing technologies. Consults with clients on issues and requests that require the implementation or creation of a custom solution.

MINIMUM TRAINING AND EXPERIENCE:

Graduation from a two year technical college with a major in computer science, information technology or related area and one year in the information technology field related to the position's role; or graduation from a four year college or university and one year experience in the information technology field related to the position's role; or graduation from a four year college or university with a major in computer science or information technology or related degree. Related information technology experience may be substituted year-for-year for the required education.

Degrees must be received from appropriately accredited institutions.

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